BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Diploma in Engineering Pearson BTEC Level 3 International Diploma in Electrical/Electronic Engineering Pearson BTEC Level 3 International Diploma in Mechanical Engineering Pearson BTEC Level 3 International Diploma in Digital Engineering Pearson BTEC Level 3 International Diploma in Manufacturing Engineering Pearson BTEC Level 3 International Extended Diploma in Engineering Pearson BTEC Level 3 International Extended Diploma in Electrical/Electronic Engineering Pearson BTEC Level 3 International National Extended Diploma in Mechanical Engineering Pearson BTEC Level 3 International National Extended Diploma in Digital Engineering Pearson BTEC Level 3 International National Extended Diploma in Manufacturing Engineering
Unit number and title	**Unit 34: Computer Systems Support and Performance**
Learning aim(s)	**A:** Examine the computer support needs for different engineering organisations that are essential to their operation
Assignment title	Procedures and support policies in engineering organisations
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You are working as a Junior IT Support Technician in a small engineering company specialising in moulding processes. Your manager, who is also a technical director, has asked you to investigate two of the computer systems used in the company. He would like you to analyse the support procedures and policies currently within the organisation for the company's CAD and Financial Management systems, and suggest improvements to each system that would improve their productivity and efficiency. He would like you to present your findings at the next management meeting.

Task 1	Investigate each of the company's specified computer systems. For each system (CAD and Financial Management) investigate the policies and procedures in place, and suggest improvements for each system that could improve the efficiency, productivity and scalability of the processes, with justifications for each. Produce a professional and appropriate presentation to deliver to the next management meeting that covers the

	following areas and summarises your investigation: ● Purpose and policies of computer system support ● Safe working practices ● Contingency planning ● Infrastructure security ● Frequency
Checklist of evidence required	● Notes made during the investigation process on each system ● Slide handouts from the presentation with your speaker notes

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
34/A.D1	Evaluate, using language that is technically correct and of a high standard, the support characteristics for two contrasting computer systems, justifying where improvements could be made.
34/A.M1	Analyse the support characteristics for two contrasting computer systems.
34/A.P1	Explain the purpose, policy and safety support characteristics for two contrasting computer systems.
34/A.P2	Explain the contingency planning and infrastructure security support characteristics for two contrasting computer systems.

Sources of information to support you with this Assignment	● International Standards Organisation (http://www.iso.org/) ● Spiceworks - Tips and problem solving techniques for IT Professions (http://www.spiceworks.com/) ● The PC Guide and detailed technical reference (www.pcguide.com) ● Limoncelli, T., Hogan, C. J. and Chalup, S. R., The Practice of System and Network Administration (2nd edition), Addison Wesley, 2007 (ISBN 978-0-3214-9266-1) ● McRae, K., Computer Manual: The Step-by-step guide to upgrading, repairing and maintaining a PC (5th edition), Haynes & Co. Ltd, 2010 (ISBN 978-1-8442-5928-1) Further useful resources may be found at qualifications.pearson.com/en/support/published-resources.html#step1